

Statement of Work
Facilities Maintenance
Naval Hospital Camp Pendleton

1.0 General.

exp - 11-30-12

- 1.1 Organization to be supported:
U.S. Naval Hospital Camp Pendleton
Facilities Management Department
Box 555191 Camp Pendleton, CA 92055

The Contractor shall be responsible for complying with all applicable Federal Acquisition Regulations (FAR), Defense Acquisition Regulation Supplement (DFARS) and General Services Administration Acquisition Manual (GSAM). The Contractor must be registered on the Central Contractor Registration (CCR).

- 1.2 Scope:
The government contemplates award of a firm fixed price order resulting from this solicitation. This task order will provide support for facilities maintenance and repair for Naval Hospital Camp Pendleton and all associated Camp Pendleton Medical and Dental Clinics. This contract will also include support for Port Hueneme Medical Building 1402 located in Port Hueneme Naval Medical Center in Port Hueneme, California.

1.2.1 Clearances and Licensing

Personnel shall have the credentials to enter and exit Marine Corps Base Camp Pendleton. In addition the employee shall have the credentials to enter and exit Naval Hospital Camp Pendleton.

The government will provide assistance to the personnel supporting this requirement in obtaining installation and workplace access during the period of support. All access documentation will be returned to the government at the completion of the support services. Compliance with all Government communications regulations pertaining to access to e-mail and Internet activities is mandatory. Failure to comply with security requirements is grounds for termination.

The contractor(s) shall be required to wear a contractor identification badge at all times while on government property. Contractor shall submit a completed "Conflict of Interest and Non-Disclosure Statement" form for every employee working on the task and appropriate corporate officer on behalf of the corporation. The contractor will not release any information concerning the project to the public without written authorization from the government.

Access to US military installations is a privilege that may be granted, denied, or withdrawn by the Government. Denial or withdrawal may occur as a result of any type of misconduct or incident determined contrary to the best interest of the

Government mission, security of a military installation, protection of property, welfare of personnel and for any other infraction determined justifiable for denying access. The contractor shall comply with the following:

a. No employee or representative of the contractor will be admitted on military installations unless they furnish satisfactory proof of United States citizenship or if an alien, that their residence and employment within the United States is legal.

b. All contractor employees must possess a valid picture identification card issued by a State or Federal agency. Prior to performance of any work on a military installation, the contractor shall submit to the government, a list of the names of all employees and subcontractors employees to include: full name, driver's license number and state licenses was issues, birth date, social security number and contact information (name, addresses and phone numbers) for use in the event of an emergency. If an employee does not hold a valid driver's license, the contractor may substitute the identification numbers from any other Federal and State Government approved identification. In addition, the contractor shall identify the names(s) of responsible supervisory person(s) authorized to act for the contractor for the duration of on-site work at a military installation.

c. Contractor employees shall conduct themselves in a proper, efficient, courteous and businesslike manner. All supervisory personnel on-site must be fluent in speaking and writing the English language. All contractor employees shall understand the English language as a minimum.

d. Contractor employees working on-site at a military installation shall become familiar with and obey the installation's regulation including safety, fire, traffic, and security. The contractor employees shall keep within the limits of work and avenues of ingress and egress, not enter restricted areas unless required to do so, and not enter any restricted area until cleared for such entry.

e. Contractor employees entering military installations shall comply with all security requirements in effect during the contract periods and shall be subject to such checks as may be deemed necessary. The contractor should contact each installation prior to beginning work on-site to ensure the contractor understands and can comply with individual installation security requirements. Access will be denied to:

- 1) Any individual who is illegally present in the United States.
- 2) Any individual who is subject to an outstanding criminal warrant.
- 3) Any individual whose employment questionnaire contains false or fraudulent Information.

f. Contractor shall be in compliance with the Homeland Security Presidential Directive (HSPD) 12. The primary objectives of HSPD 12 are to establish a process to enhance security, increase government efficiency, reduce identity fraud, and protect personal privacy by establishing a mandatory, government-wide standard for secure and reliable forms of identification issued by the Federal Government to its employees and Contractors.

1.2.2 Privacy Act:

Work on this project requires that Contractor personnel have access to Privacy Information. Personnel shall adhere to the Privacy Act, Title 5 of the U.S. Code, Section 552a and applicable agency rules and regulations.

Contractor personnel will be expected to sign a Non-Disclosure Form.

1.2.3 Historical Workload:

For the purposes of indicating scope of work only, the government is providing historical data of the workload. This historical workload is not intended to be binding on either party or to be the only possible solution to the requirement. Response to this work requirement should include the proposed position organization scheme and management structure. It is incumbent on the contractor to determine the most appropriate and cost-effective resource allocation. The Contractor is strongly encouraged to propose the best solution, which may include a different set of skill levels shown below.

The following historical data was used:

SKILL LEVEL DESCRIPTION	CY	REG/ OT	ON/OFF SITE	RANGE OF HOURS
Maintenance Supervisor	2010	R	ON	1800-2000
Electrician	2010	R	ON	3600-4000
Material Coordinator	2010	R	ON	1800-2000
Plumber/Pipe Fitter	2010	R	ON	3600-4000
General Maintenance Technician	2010	R	ON	16,200-18,400
Project/Contract Manager	2010	R	ON	1800

1.3 Project Objective and Background:

1.3.1 Objective:

The objective of this task order is to provide services to perform minor routine maintenance and repair for the facility systems. This will include but not limited to individual systems such as electrical power & distribution, HVAC system, plumbing, and utilities system.

1.3.2 Background:

The Naval Hospital Camp Pendleton is a 428,000 square foot Hospital and Clinic and includes several other buildings on 187 acres of land. This contract will also include support for Port Hueneme Medical Building 1402 located in Port Hueneme Naval Medical Center in Port Hueneme, California. This building is a 48,776 square foot single story building. The Facilities Management Department manages the routine maintenance as well as all repairs for all hospital buildings and equipment under the facility systems.

Facility Management department implements, coordinates and provides maintenance, repair, and operational services to Naval Hospital Camp Pendleton and the supporting Clinics. Support is provided twenty four hours a day with a full complement of engineers and general maintenance mechanics on board during the day to respond to maintenance request and trouble tickets.

2.0 Specific Requirements

The following sections outline the specific task order requirements, performance requirement/deliverables, performance level and government quality assurance methods. Sections 3.0 and 4.0 (Incentives) work together to describe the tasks and performance measurements associated with this task order.

2.1 The function of this task is to execute the routine maintenance as well as repair, coordination, and oversight for Naval Hospital Camp Pendleton. Task includes planning and performing all routine and scheduled maintenance, and repair work required for the facilities. Additional requirements are:

- All completed work shall meet applicable building and fire/safety codes.
- Coordinate work with other repair trades, including schedule of work, arranging for temporary services and scheduling utility outages for needed repairs and improvements.
- Oversee maintenance work in progress to verify conformance to scope of work and to building codes.
- Apply professional communication skills and a customer service in dealing with various staff members and tenant organizations.
- Perform maintenance for all work tickets created by DMLSS tracking database system.
- Contractor shall provide update maintenance records status/solution.
- Continually update maintenance records to reflect new and inactivated equipment, and participate in setting the maintenance requirements for new equipment.
- Contractor shall track or keep a current inventory of maintenance and repairs) tracking. Monitor the parts inventory required for efficient maintenance and repair operations, and provide ordering information and full details for parts required to the facilities department.
- Adhere to Facilities policy of proper respond time to all unscheduled work requests from the facilities department in a timely fashion with particular emphasis on urgent items such as safety and/or security. All work performed must be in compliance with industry standards, meeting all building, safety, fire, and health codes. All electricians must be certified.
- Tools and Equipment. Specialized power tools and equipment for maintenance activities will be provided by Naval Hospital Camp Pendleton. Contractor will be responsible to keep tools and equipment in secured facilities and maintain an accurate inventory of all material provided by Naval Hospital Camp Pendleton.

2.2 Typical Duties:

The government requires minor level general maintenance support to augment the government's staff in the performance of executing routine maintenance on electrical systems, HVAC systems, Tenant Improvement projects, plumbing, mechanical utilities, correcting safety discrepancies, troubleshooting mechanical systems, assisting with filing, storing and maintaining prints and drawings as indicated in the facility system.

Maintain, install and repair for maintenance and operation support equipment such as but not limited to, those listed below.

Maintain and repair air conditioning and heating systems to include chillers, condensers, roof top units, control systems and other ventilation systems including ice makers, medical refrigerators, various free-standing refrigerators and freezers, and food services walk-in refrigerators and freezers.

Maintain and repair all supply and drain piping and plumbing fixtures.

Repair mechanical building components such as doors, latches, closures, ventilation dampers, handrails, weather stripping, compressed air for shop equipment, etc.

Coordinate project work with Hospital staff and contracting personnel, including work schedule, arranging for temporary services and scheduling utility outages for needed connections.

Investigate records and make recommendations on complaints concerning hospital maintenance.

Confer with hospital administrative staff with respect to maintenance and repair problems. Inspect the facilities periodically to ensure proper upkeep.

2.3 Deliverables

Surveillance Method	Deliverable	Delivery Date	Performance Level
Customer Feedback Random Sampling	Provide maintenance service for hospital and clinics, including preventative maintenance and daily work orders. Emergencies will be addressed within 2 hours, safety work requests same day, urgent requests in 24 hours, and routine work orders in 3 days. PM's to be completed within a seven day period.	As scheduled.	The deliverables are 100% accurate, current, and timely. Facilities maintenance and repairs are consistent, operational and effective according to industry standard.
Customer Feedback Random Sampling	Inspect completed and in-progress maintenance to ensure that all work is complete and operational.	Daily	The deliverables are 100% accurate, current, and timely. Facilities maintenance and repairs are consistent, operational and effective according to industry standard.

Customer Feedback Random Sampling	Ensure each facility system is operational and conforms to functional requirements of the facility Systems for its intended use and meets applicable building and fire/safety codes.	Daily	The deliverables are 100% accurate, current, and timely. Facilities maintenance and repairs are consistent, operational and effective according to industry standard.
Customer Feedback Random Sampling	Coordinate and oversee the planning and scheduling of all routine maintenance work programs at the Hospital and clinics.	Daily	The deliverables are 100% accurate, current, and timely. Facilities maintenance and repairs are consistent, operational and effective according to industry standard.
Customer Feedback Random Sampling	Prepare draft rough plans and specifications for minor building alterations and provide oversight on execution.	As requested.	The deliverables are 100% accurate, current, and timely.
Customer Feedback Random Sampling	Develop space and utilization needs from various Hospital departments into a work package that describes the work required to meet the need.	As requested.	The deliverables are 100% accurate, current, and timely.
Customer Feedback Random Sampling	Manage and complete the routine maintenance for the facility systems.	Daily	The deliverables are 100% accurate, current, and timely. Facilities maintenance and repairs are consistent, operational and effective according to industry standard.
Customer Feedback Random Sampling	Monthly Status Report***and Monthly Financial Report	Monthly	The deliverables are 100% accurate, current, and timely. Facilities maintenance and repairs are consistent, operational and effective according to industry standard.
Customer Feedback	Quality Control Plan	10 days after the task order has been awarded	The deliverable is 100% accurate, current, and timely consistent and effective according to industry standard.

***Monthly narrative reports (referred to as Monthly Status Reports) which document the work performed under this SOW. The narrative reports shall contain an accurate, up-to-date summary account of tasks completed during the month, tasks on-going during the month, tasks to be worked during the next month, and any outstanding issues. These reports shall be no longer than three

pages and should contain a statement of progress against the cost schedule developed by the Contractor under project management. See attached format.

2.4 Written Acceptance/Rejections by the Government

The government will provide written notification of acceptance or rejection of all deliverables, both draft and final. All rejections will include the specific reason(s) for rejection.

- a. The government will provide written acceptance, comments, and/or change requests, if any, within fifteen (15) working days from receipt by the government, of all required Contract deliverables; and
- b. Upon receipt of the government comments, the Contractor shall have fifteen (15) working days to revise and re-submit the Contract deliverable(s) if it is not a "draft" deliverable. If it is a "draft" deliverable, the Contractor shall revise and re-submit the draft deliverable no later than the date specified for the next scheduled submission of the deliverable(s). See FAR Part 46.4 and 46.5.

The Contractor shall submit deliverable reports in both hard copy and electronic format via Microsoft Word format. The deliverable shall be delivered to the Contracting Officer's Technical Representative at Section G of the order.

2.5 Quality Control Plan (QCP)

The Contractor shall submit a Quality Control Plan (QCP) within ten (10) days of the effective award date of the Task Order. The QCP shall be updated and revised throughout the term of the Task Order.

The Contractor shall monitor the specific project results to determine that they comply with relevant quality standards and identify ways to eliminate causes of unsatisfactory performance through utilization of its Quality Control (QC) plan based on Project Management Institute (PMI) best practices.

The Contractor shall address the quality control planning, execution and tracking to be utilized to assure compliance with performance standards of the task order.

In accordance with FAR 52.246-4 Inspection of Services -Fixed Price (Aug 1996) (b); the Contractor shall provide and maintain an inspection system acceptable to the Government covering the services under this contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the Government during contract performance and for as

long afterwards as the contract requires. (c) The Government has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The Government shall perform inspections and tests in a manner that will not unduly delay the work.

3.0 Incentives

Positive: Satisfactory performance is necessary for a decision to exercise any option year. Satisfactory performance will result in positive customer evaluation which can aid in competition for future awards. The Past Performance Information Retrieval System, or PPIRS, is the Government-wide repository for past performance information. The Contractor performance will be evaluated utilizing the PPIRS Form and will be made available via the PPIRS database.

Negative: The Government reserves the right to assess equitable consideration against the Contractor in proportion to the damage experienced from failure to meet the established acceptance criteria. If any of the services do not conform to Contract requirements, the Government may require the Contractor to perform the services again in conformity with Contract requirements, at no increase in Contract amount. If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance in conformity with Contract requirements, the Government may- (1) By Contract or otherwise, perform the services and charge to the Contractor any cost incurred by the Government that is directly related to the performance of such service; or (2) Terminate the Contract for default.

4.0 Government Furnished Items and Services.

4.1 Facilities, Supplies, and Services:

The client shall furnish workspace, furnishings, office supplies, document reproduction, fax and telephone services, computer and network resources, and reference material necessary to accomplish this task order.

Government vehicles may be used by Contractor in the performance of task order related duties. This may include, but not be limited to, transportation between the places of performance, other Government offices, airports, and supply Contractors. The use of any Government vehicles for personal use is strictly prohibited without prior approval.

Contractor shall provide insurance for driving government vehicles.

5.0 Contractor Furnished Items and Services.

5.1 Facilities, Supplies, and Services:

The Contractor shall provide support as needed to meet the requirements of the task order. The Contractor may be required to provide material and supplies. The Contractor is authorized to procure items that are inherent and incidental to acceptable task order performance. Examples of items that may be furnished include presentation materials and training supplies. The Contractor will obtain approval of the NHRC Primary POC prior to purchasing any ODC's.

6.0 Other Information.

6.1 Place of Performance: Naval Hospital Camp Pendleton, California.

6.2 Hours of Work

Severable Over and Above Work: Facilities Management Department provides service to the hospital and 16 clinics 24 hours a day, and seven days a week in support of the hospital and clinic patient care. This includes a total of 17 buildings. Volume and hours of work may change in support of military deployments and in response to caring for casualties. The potential and expectation for all skill levels are that they shall be subject to unforeseen overtime beyond the normal hours of operations. The contractor shall be required to alter hours of operation with short notice. Duration of change to be determined by the government as needed to meet mission requirements.

Normal hours are eight (8) hours per day with the exception of Federal holidays unless told otherwise. Work outside of normal work hours including Federal Holidays, if required, will be discussed with and agreed to by the Government Representative at Section G of the order.

6.3 Projected/Planned Leave

To mitigate any possible adverse impact to the mission, Contractor shall develop projected/planned leave schedules at least 30 days in advance. The government reserves the right to request or reject positions being back filled during absences.

6.4 Period of Performance:

The desired period of performance shall be from date of award for a Base Year of 12 months from the date of award and two 12-month options. This task order will be incrementally funded. Option years priced in original Contractor proposal are binding and can be exercised at the discretion of the Government. When exercising options, the Government may extend the term of this task order by written notice to the Contractor within five (5) business days of expiration provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 15 days before the task order expires. The preliminary

notice does not commit the Government to an extension. These option periods are considered to have been completed and can be exercised to extend the task order without further advertisement or competition.

The contractual commitment is for the base period. Options are contingent upon funds being available and contingent to the Government's exercise of the right to extend as noted herein. The Government may exercise the options depending on evolution of requirements and the success of the base effort. The Government can implement these options as required and at the discretion of the Government.

6.5 Attire:

The contractor shall require all personnel to wear proper safety work attire which include long pants, no shorts, collar shirts with contractor logo and hard sole work shoes.

6.6 Travel:

No travel is anticipated for this task order

6.7 Personal Service:

The Client has determined that this task order is not being used to procure personal services prohibited by the Federal Acquisition Regulation (FAR) Part 37.104 titled "Personal services Contract".

6.8 Intellectual Property:

This task order is funded by the United States Government. All intellectual property generated and/or delivered pursuant to this Statement of Work will be subject to appropriate federal acquisition regulations which entitle the Government to unlimited license rights in technical data and computer software developed exclusively with government funds, a nonexclusive "paid-up" license to practice any patentable invention or discovery made during the performance of the Contract, and a "paid-up" nonexclusive and irrevocable worldwide license to reproduce all works (including technical and scientific articles) produced during the Contract.

6.9 Section 508:

All Electronic and Information Technology (EIT) procured through this task order must meet the applicable accessibility standards at 36 CFR 1194, unless an agency exception to this requirement exists. 36 CFR 1194 implements Section 508 of the Rehabilitation Act of 1973, as amended, and is viewable at <http://www.access-board.gov/508.htm>.

6.10 Anti-Deficiency Clause:

In accordance with Federal Acquisition Regulation (FAR 32-702) regarding the Government Policy on Contract funding and 31 USC 1341 Anti-Deficiency Act: should the Contractor work at risk without an official notification from the contracting Officer to continue, the Contractor may not be compensated for the value of work performed while funding had been exceeded.

6.11 Wage Determination:

In accordance with Title 29, of the Code of Federal Regulations, Labor Standards for Federal Service Contracts, GSA considers the Service Contract Act (SCA) to apply to this Contract.

The Contractor is put on notice that regardless of the rate proposed for billing purposes and payment purposes, the Contractor is required by the Department of Labor during Contract performance to pay non-exempt employees at least the applicable wage determination rate for the specific area(s), if a specific wage determination(s) exist. If none exists, the Contractor must pay the non-exempt employees at least the salary portion of the applicable rate dictated by the DOL. In addition, the Contractor will be held to the legal guidelines set by the SCA regarding fringe benefits, safe and sanitary working conditions, and notification to employees of minimum compensation allowed, and equivalent federal employee classification wage rates.

6.12 Personnel:

The Contracting Officer (CO), or authorized representative, reserves the right to review and approve the qualifications of the key personnel assigned to this effort. The Contractor shall notify the CO or authorized representative of significant personnel changes along with the steps the Contractor is taking to ensure impacts to task order schedules are minimized. The Contractor shall notify the CO and Client Representative in writing of any proposed changes to key personnel at least ten (10) working days prior to need for a replacement. Within the ten days, the Contractor shall provide the qualifications for replacements for review and approval.

Individuals designated, as key personnel will be committed to the project for its duration and cannot be substituted or replaced without the written agreement of the CO.